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**Contract No. 2020-1-DE02-KA204-007679**

## **MIG-DHL- Migrants Digital Health Literacy**

DEVELOPMENT OF A TRAINING PROGRAM FOR IMPROVING DIGITAL HEALTH LITERACY OF  
MIGRANT



*Welcome Handbook for Newcomer Migrants*



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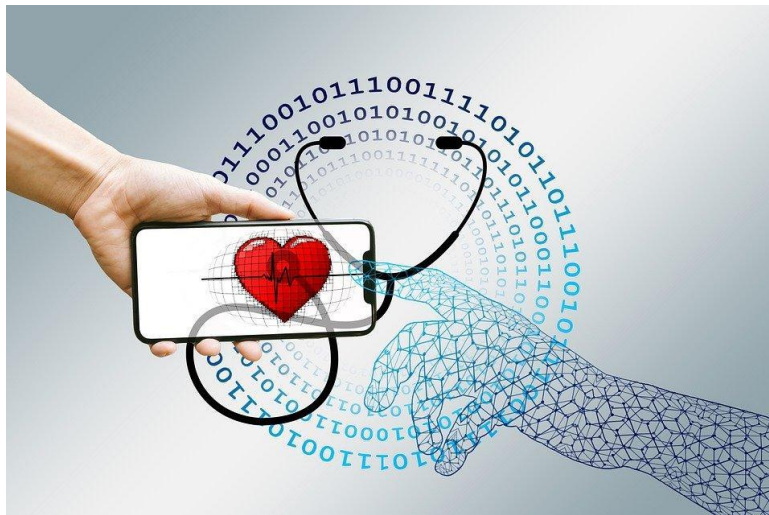
Hello and welcome to a place where we wish you a happy and healthy life !!

It's certain that you would like to take care of yourself, your family and friends. The Internet is more and more important nowadays and it can support us in our efforts to create a better life for ourselves, our families and friends. Through the internet one can obtain useful health information and perform important tasks online that can help improve health and wellbeing.

Using the Internet for improving your health is interesting and makes life easier, but sometimes it can be complicated, especially when you first arrive in a new country. It's important to know how to better search, analyse and use health information and how to manage the main on line private and public health care services.

In this Handbook, you will find a summary of information, advice, and references which will help you in using the Internet for managing your health. You will find more useful information on the MIG-DHL project website (<https://mig-dhl.eu/>)

Follow us, we hope it will be useful for you !!



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## **1. WHY IS USING THE INTERNET FOR SUPPORTING OUR HEALTHCARE IMPORTANT?**

We are turning into digital citizens and we are more and more used to obtaining information from the Internet and doing part of our daily life activities through online portals.

This is also changing the way the information about health is available for ourselves and also the way we manage relevant health related activities and services.

Additionally, we always have to be aware that health information is sensitive and the disclosure of personal information is subject to special requirements from a data protection point of view. These changes are positive, but they can also bring some problems when we come across inadequate or misleading and wrong information which can negatively affect our health or when the online environment creates additional barriers for accessing health services.

There are many situations where we need to know how to deal with the health information and services available through the Internet. Just to mention some examples;

- Do you know in which websites you can find reliable information if you suspect that you may have COVID – 19?
- Do you know in which websites you can find reliable information if your baby has a high fever in the middle of the night?
- Do you know in which websites you can find reliable information if you are pregnant and you need to have special examinations or treatments?
- Do you know in which websites you can find reliable information if you have an elder relative to care for?
- Do you know how to book a doctor's appointment through the Internet?
- Do you know how to look for the closest pharmacy through the Internet?
- Do you know how to protect your privacy if you share health information with other persons?



[HYPERLINK](#)



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Everyone needs to improve their Digital Health Literacy in order to better manage health information and services through the Internet. What is Digital Health Literacy? Please, follow us to the next chapter.



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## 2. WHAT IS DIGITAL HEALTH LITERACY AND TIPS FOR IMPROVING IT

Digital Health Literacy (DHL) is the ability to seek, find, understand, and appraise health information from the Internet and apply the knowledge gained to addressing or solving a health problem.

We need to develop and increase relevant skills in order to make proper use of the health information and services from the Internet.

We need to know how to **use digital devices**.

**Computers/Laptops** are useful for complex internet research, writing long texts, writing e-mails but they are not as useful for performing quick research or writing small texts while you are on the move. **Smartphones** are useful for



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writing short messages, doing quick internet research, using social media, such as WhatsApp, Instagram, etc. but not very useful for writing long texts or doing extensive internet research. **Tablets** are useful for quick research activities, downloading and reading books, playing games, watching videos, checking emails but not as useful for writing long e-mails or other texts or doing extensive research.

We need to be able to browse **the Internet**, properly respecting rules necessary in a digital environment.

We need to **search for information on the Internet**. Sometimes, it's difficult to identify which is the most relevant information from results the searching machine returns. Therefore, there are some aspects which need to be considered while deciding on the relevance of the information:



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- Not always is the first information which pops up on your screen the best one. Check the source!



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- It can be helpful to check more than one source. Are there different sources which provide the same information? This is helpful in deciding, if the information is trustable and reliable or not.
- Choosing between the information we find and determining its relevance
- Adding content and interacting when needed in forums, chats and similar interactive environments

**We need to protect our privacy** when sharing health information.

Developing competencies in relation to security and privacy refers to the ability to protect devices, content, personal data, and privacy in the digital environment. This allows for the protection of physical and mental health, well-being and social inclusion.



What criteria need to be considered for deciding if a **webpage is safe**?

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- Does an imprint exist?
- Are the technical requirements completed? E.g. “https” in the beginning of the link, is the website displayed correctly in the browser and do all sections work?
- Compliance with legal requirements (request consent cookies and privacy policy)?

What criteria need to be considered for deciding if a **webpage is trustable**?

- https in the beginning of the link
- Contact details are easy to find
- It is clearly recognisable who is responsible for the website
- Data Protection is listed
- imprint/legal notice exists
- Copyright sign is used

The best way to look for information is on official sites, especially those of government-related organisations.





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### **Tips for protecting data and devices**

- Use a safe password; long; mix of characters; don't use memorable keyboard paths (like: qwerty)
- Use the latest versions of an operating system, install antivirus and firewall software and check for updates regularly.
- Avoid downloading free software from sites that are not known or trusted. Download software only from well-known and trusted companies. Many free programs (applications) are delivering adware and spyware to a computer or mobile device



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### 3. RELIABLE SOURCES OF HEALTH INFORMATION ON THE INTERNET

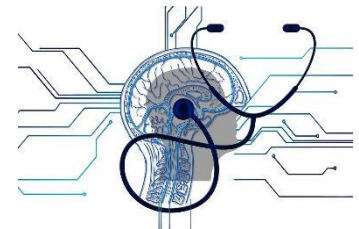
This chapter includes some “country-based” reliable sources that we suggest you to use depending on your main health needs.

Do you want to find some general, reliable information on health topics in different languages?

<https://www.salute.gov.it/portale/home.html>

<https://www.inmp.it>

Do you feel sad or depressed? Do you want to know more about mental health?



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<https://www.salute.gov.it/portale/saluteMentale/dettaglioContenutiSaluteMentale.jsp?id=168&area=salute%20mentale&menu=vuoto>

Do you have a toothache? Do you want to know more about dental health?

[https://www.salute.gov.it/portale/temi/p2\\_4.jsp?area=Sorriso%20salute](https://www.salute.gov.it/portale/temi/p2_4.jsp?area=Sorriso%20salute)

Do you need a special diet? Do you want to know more about nutrition?

<https://www.salute.gov.it/portale/nutrizione/menuContenutoNutrizione.jsp?lingua=italiano&area=nutrizione&menu=educazione>

Are you pregnant? Do you want to know more about the pregnancy or birth process and/or women’s health?



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<https://www.salute.gov.it/portale/donna/dettaglioContenutiDonna.jsp?id=4478&area=Salute%20donna&menu=nascita>

Do you have children? Do you want to know more about how to better care for the health of a children?

<https://www.salute.gov.it/portale/saluteBambinoAdolescente/homeSaluteBambinoAdolescente.jsp>

Are you elder? Do you want to know more about how to better care for the health of an elder person?

[https://www.salute.gov.it/imgs/C\\_17\\_opuscoliPoster\\_26\\_allegato.pdf](https://www.salute.gov.it/imgs/C_17_opuscoliPoster_26_allegato.pdf)

Do you have any chronic disease? Do you want to know more about a chronic disease? If you suffer from a chronic disease at the following address you can check whether you are entitled to exemption from participation in the cost (*ticket*) of health care services by indicating the name of the disease:

<https://www.salute.gov.it/BancheDati/anagrafi/MCR>

Are you vaccinated? Do you want to know more about a vaccination process?

<https://www.salute.gov.it/vaccini>



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#### **4. HOW TO BECOME A DIGITAL USER OF THE NATIONAL HEALTH SYSTEM**

Do you know how the national health system works in Italy? Do you know how to become a digital user of the national health system in Italy?

Here you can find a summary of the main websites and digital health tools that you can find in Italy.

##### **National Health System:**

To find out which services and care paths you can access in your local health authority and other useful information for your health, you can access the following portal and consult it in several languages: <https://icare.sanita.toscana.it/it/>

The Ministry of Health website has a section dedicated to informing citizens (and foreigners in Italy) on how to access health services:

<https://www.salute.gov.it/portale/assistenzaSanitaria/homeAssistenzaSanitaria.jsp>

##### **Main digital tools for health in Tuscany**

- **App Toscana Salute** (<https://www.regione.toscana.it/-/toscana-salute>):

The application of the Health Service of Tuscany, which offers access to online health services through mobile devices.



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## 5. GLOSSARY

In this section you're going to find a summary of health terms that could be useful for you when trying to get health information and/or services from the Internet.

Accident

Ambulance

Blood test

Call

Confinement

Covid passport

Covid symptoms

Covid vaccine

Dental services

Dentist

Disease

Dose

Emergency

Emergency number

Emotions

Face-to-face appointment

Family doctor

Fire

Flu vaccine



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General admission

General practitioner

Gynaecologist

Health card

Help

Hospital

Make an appointment

Medical appointment

Medicines

Non-prescription medicine

Passport

Person with disability

Pharmacy

Prescription

Price

Private clinic

Psychologist

Registration

Residence permit

Social security number

Specialist

Surgery



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Telephone appointment

Tooth

Toothache

Traumatologist

Treatment

Urgency

Vaccination point

Vaccine reaction

Vaccines

Waiting list

Wisdom teeth

X-ray



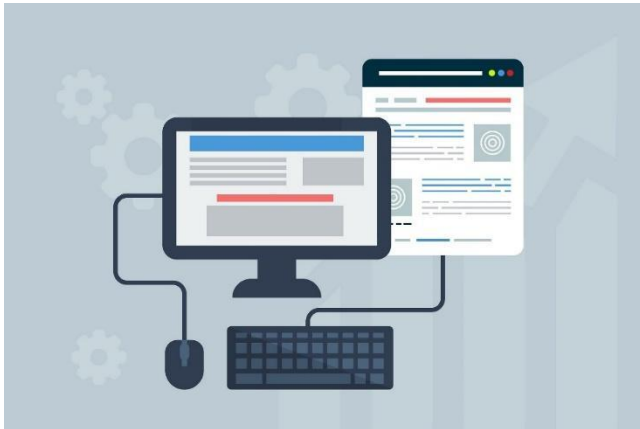
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Do you need more information about increasing your Digital Health Literacy? You will find extended information on the MIG-DHL project website (<https://mig-dhl.eu/>)

Good bye and keep healthy !!



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